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PATENT
010284



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2161

Examiner:

In re application of:

Smith et al.

Serial No.: 10/074,325

Filed: February 12, 2002

METHODS AND SYSTEMS FOR
COMMUNICATING WITH SERVICE
TECHNICIANS IN A TELECOMMUNICATIONS
SYSTEM

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SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

August 13, 2003

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Commissioner for Patents
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Dear Commissioner:

Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56,
hereby advise the United States Patent and Trademark Office of the references listed on the
accompanying Form PTO/SB/08A *Information Disclosure Statement by Applicant* (substitute for
Form 1449A/PTO). A copy of each of the cited references is herewith enclosed.

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Date of Deposit August 13, 2003

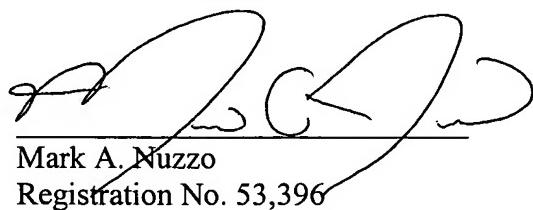
I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Applicants further note that the filing of this *Information Disclosure Statement by Applicant* is not an admission that the references cited herein constitute prior art under 35 U.S.C. §§ 102-103 with respect to the captioned application.

Pursuant to 37 C.F.R. § 1.97(b)(3), Applicants submit that no fee is necessary for consideration of this *Information Disclosure Statement by Applicant*. Nevertheless, the Commissioner is hereby authorized to charge any additionally required fees deemed necessary for consideration of this *Information Disclosure Statement by Applicant* to Account No. 11-1110.

Respectfully submitted,



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PTO/SB/08A (10-01)

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Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	10/074,325
				Filing Date	February 12, 2002
				First Named Inventor	Steven G. Smith
				Art Unit	2161
				Examiner Name	AUG 1 RECEIVED GROUT
Sheet	1	of	2	Attorney Docket Number	010284

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U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code ² (if known)			
		5,666,481	09-09-1997	Lewis	
		5,897,640	04-27-1999	Veghte et al.	
		5,987,381	11-16-1999	Oshizawa	
		6,192,314	02-20-2001	Khavakh et al.	
		6,343,290 B1	01-29-2002	Cossins et al.	
		6,389,426 B1	05-14-2002	Tumbull et al.	
		6,427,119	07-30-2002	Stefan et al.	
		6,505,120	01-07-2003	Yamashita et al.	
		6,516,055 B1	02-04-2003	Bedeski et al.	
		6,526,349	02-25-2003	Bullock et al.	
		6,532,418	03-11-2003	Chun et al.	

FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/074,325
(use as many sheets as necessary)				Filing Date	February 12, 2000
				First Named Inventor	Steven G. Smith
				Art Unit	2161
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	010284

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NON PATENT LITERATURE DOCUMENTS						
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published				T ²
		United States Patent Application No. 10/032,530 filed October 25, 2001. (Attorney Docket No. 010269)				
		International Application No. PCT/US02/33667 filed October 25, 2001. (Attorney Docket No. 010269PCT)				
		United States Patent Application No. 10/103,045 filed March 21, 2002. (Attorney Docket No. 010270)				
		United States Patent Application No. 10/060,562 filed January 30, 2002. (Attorney Docket No. 010283)				
		International Application No. PCT/US03/02742 filed January 30, 2003. (Attorney Docket No. 010284PCT)				
		United States Patent Application No. 10/175,699 filed June 20, 2002. (Attorney Docket No. 010285)				
		United States Patent Application No. 10/246,188 filed September 18, 2002. (Attorney Docket No. 010286)				
		United States Patent Application No. 10/032,853 filed October 25, 2001. (Attorney Docket No. 010287)				
		United States Patent Application No. 10/445,861 filed May 27, 2003. (Attorney Docket No. 010287CON)				
		International Application No. PCT/US02/33755 filed October 22, 2002. (Attorney Docket No. 010287PCT)				

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